

Our Approach to Complaints

Our aim is to always provide the best possible standard of service to our clients.

Complaints will be handled:

- seriously, confidentially and as quickly as possible
- in a way in which you don't experience repercussions from having made a complaint
- in a way where the result is fair to you, the service and its staff

If you raise a concern with us and feel that we have not managed your complaint in a timely and fair manner or have not provided you with an adequate explanation of any decision, you may take your complaint to the government department that funds the service. You may also contact below listed independent external agencies.

NSW Ombudsman

P: (02) 9286 1000 or 1800 451 524
E: nswombo@ombo.nsw.gov.au
W: www.ombo.nsw.gov.au

The Anti-Discrimination Board of NSW

P: (02) 9268 5544 or 1800 670 812
E: complaintsadb@agd.nsw.gov.au
W: www.antidiscrimination.justice.nsw.gov.au

Commonwealth Ombudsman

P: 1300 362 072
E: ombudsman@ombudsman.gov.au
W: www.ombudsman.gov.au

NSW Information and Privacy Commissioner

P: 1800 472 679
E: ipcinfo@ipc.nsw.gov.au
W: www.ipc.nsw.gov.au

Office of the Australian Information Commissioner

P: 1300 363 992
E: enquiries@oaic.gov.au
W: www.oaic.gov.au

Metro Assist Offices:

Head Office

Level 2, 59-63 Evaline Street
Campsie NSW 2194
PO Box 503 Campsie NSW 2194
Ph: (02) 9789 3744
Fax: (02) 9718 0236

Ashfield Office

Suite 1, 260 Liverpool Rd
Ashfield NSW 2131
Ph: (02) 9798 1700
Fax: (02) 9798 1717

Bankstown Office

62 Meredith Street
Bankstown NSW 2200
Tel: (02) 8709 0200
Fax: (02) 8709 0299

Condell Park Office

43 Simmat Avenue
Condell Park NSW 2200
PO Box CP294 Condell Park NSW 2200
Ph: (02) 9790 1766
Fax: (02) 9790 2622

We also provide outreach services in a number of locations. To find a service near you, please contact one of our site offices.

www.metroassist.org.au



Complaints Process Information for Clients

Our aim is to provide the best possible standard of service to our clients. If our service does not meet your expectations, we would like to hear from you.



The Complaints Process

Minor complaints

Most minor complaints can be resolved quickly through an explanation or apology for any inconvenience.

Minor complaints include:

- failure to return a phone call;
- the absence of milk for client's coffee; or
- where a client is kept waiting.

We encourage you to first raise your concerns with the staff member providing the service to you. If you do not feel comfortable speaking to the staff or if you are not satisfied with the explanation or apology, your complaint should be referred to the staff member's supervisor or the Manager of the service. If still dissatisfied, you are invited to fill out a Complaints Form.

Serious complaints

1. These should be in writing

More serious complaints should be in writing, providing information so that your complaint can be investigated. Complete a Complaint Form and return it to the Manager of the service.

If your complaint is about a Manager/CEO, it will be dealt with by the most senior officer within our service:

The Chairperson

Metro Assist Ltd.

Level 2, 59-63 Evaline Street

CAMPSIE NSW 2194

You can mail your complaint to the above address, or email it to metroassist@metroassist.org.au

If you need assistance completing the form, you can ask for help from a staff member not involved in the complaint. Staff will note on your form that they have completed it on your behalf from information supplied by you.

If you prefer, you can take the Complaint Form home to complete, then return it to Metro Assist. You may complete the form in your first language if you wish.

2. Your complaint will be treated confidentially

To investigate your complaint we will need to talk with the people involved and we may sometimes need to seek professional advice. Your complaint will not be discussed or shown to anyone outside our service, unless it is necessary to resolving the complaint. Your approval will be asked to undertake these inquiries.

3. Complaints about the staff conduct will require a written response from that staff member

There are usually two sides to a story and to be fair, a staff member must be able to present their side of the story. If what is said points to a misunderstanding, this can be discussed by you and the staff member, in the presence of the person investigating your complaint.

4. Your complaint will be investigated

Within seven days (7) of receiving your complaint, the Service Manager will make enquiries about the circumstances of your complaint and talk to anyone who either saw, or were involved in, or can provide information about what happened.

5. You will be informed of the progress of your Complaint

The Manager will contact you as soon as possible after the investigation to invite you to discuss your complaint in person together with the relevant staff member.

The Manager will explain:

- The reasons why your complaint has been upheld or dismissed, and

- Options to address part or all of the complaint. As far as possible, you will be involved in developing a fair outcome in response to your complaint.

6. You have a right to re-consideration if dissatisfied with the proposed response

If you are not satisfied with the findings, or suggested resolution, there are two options for your complaint to be reconsidered. Firstly, your complaint will be reconsidered by the Chief Executive Officer (CEO) of the Metro Assist who will assess your complaint together with a written report of the investigation prepared by the Manager of the service. You will be entitled to a copy of the report. The CEO can make a fresh decision on the finding.

If still dissatisfied with the decision, you can ask the Metro Assist Board to reconsider your complaint. The complaint will be reviewed by the Board in conjunction with all reports. You can ask for your complaint to be reconsidered by contacting the CEO of Metro Assist on 02 9789 3744.

7. You have a right to have your complaint considered free from retribution

Any form of retribution by a staff member towards a client arising from a complaint is not tolerated at Metro Assist. If a staff member is found to have acted in retribution, in any form, they will be subject to disciplinary action.

Disciplinary action can include suspension of any staff member who is alleged to have acted in retribution towards a complainant, until it can be established whether retribution has actually occurred. If you believe you have been or are being punished for making a complaint, contact the CEO of Metro Assist immediately on 02 9789 3744.